



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Work Support Programs

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

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BWSP OPERATIONS MEMO

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Non W-2 ☐ **W-2** ☒ **CC** ☐

PRIORITY: Medium

SUBJECT: W-2 PAYMENTS USING EFT

CROSS REFERENCE: W-2 Manual, 10.4.0.

PURPOSE

This memo provides W-2 agency staff with information on how to establish a W-2 participant in the Electronic Funds Transfer (EFT) benefit payment program. This memo provides:

1. Instructions on using CARES to enroll a W-2 client in EFT for payment of benefits.
2. A reference to Division of Economic Support (DES) form DES-10791, which the W-2 staff will use to record the EFT information. There may be times when it is appropriate for agency staff to encourage EFT usage.

BACKGROUND

EFT has been available for client account (AFDC, the W-2) usage for over 13 years. It is the most convenient payment method the State of Wisconsin has to offer. However, there has been a low rate of registration of EFT among people receiving W-2. The Department of Workforce Development's Administrative Services Division (ASD) would like to see an increased rate of EFT participants.

FINDING FINANCIAL INSTITUTION INFORMATION IN CARES

Enter "IQBA" in the "next tran" field. In the "parms" field, enter the county number/first letter of the financial institution. A list will appear with two or three digits of financial institution code.

If you would like to check any information about a financial institution, key in BIBA in the "next tran" field and enter the 2 or 3 digit code in the "parms" field.

When setting up a client on EFT, please check BIBA to ensure that the routing number on BIBA matches the information recorded on the EFT registration DES-10791 form (Refer to "Procedure for EFT registration" section). If the number doesn't match, send the ASD financial manager an email or a fax (refer to "Contacts" section). Attach a copy of the correctly completed DES-10791 form. If the financial institution is not on the CARES system, please send an email or fax with the institution's name, address, telephone number, transit routing number and your phone number.

ADVANTAGES OF EFT

- Agency staff will deal less often with phone calls, documentation, completion and mailing of affidavit forms associated with lost, stolen, or destroyed checks.
- While checks can be lost, stolen, or destroyed, EFT payments are much safer and more timely. Currently, 40 to 50 checks are reported lost or stolen each month.
- EFT is safe. EFT payments to clients have never been delayed.
- The failure of EFT is minimal.
- Participants can feel confident that their EFT payments are secure in their bank account on the day expected - even if they are out of town.
- EFT Payments are deposited to the W-2 participant's account one day prior to the date of W-2 checks.

PROCEDURE FOR EFT REGISTRATION

The DES has provided a form (http://dwdworkweb/Notespub/bwiforms/21be_13a.htm) to record the information on the EFT case. It is recommended the completed and signed form be kept in the participant's file. A copy of the form is attached.

1. Log onto CARES.
2. Enter AGBI in the "next tran" field, with W-2 case number in the "parms" field.
3. Enter "Y" in the EFT payment field.
4. CARES schedules AGET to collect the detailed data.
5. Enter the code of the financial institution, which you found on BIBA. Enter the remainder of the account information. Provided the information is entered prior to W-2 pulldown, the participant will receive his/her next monthly payment via EFT. EFT is not available currently for daily and delayed payments.

EFT CHECKLIST

Double-check the following:

1. The account is open.
2. The transit routing number is correct.
3. The account number is correct.
4. The name on the account is correct.
5. The financial institution is correct.

Agency staff should be accurate when entering the information on AGET.

EFT FAILURE CORRECTION

If the EFT fails, there is a special procedure to help resolve the W-2 EFT problem; it is detailed below. It is very important the following instructions be followed to create the special auxiliary payment. Failure to follow these instructions could result in 2 payments recorded on CARES for the same time period.

1. ASD is notified when an EFT fails.
2. ASD enters the failure on CARES, which sends alert #24 to the FEP to create a special kind of auxiliary payment.

The alert says "*EFT failed. Do auxiliary, fix AGET.*" At this point, the IQAF screen will show a disposition reason (DISP RSN) of FEF (Failed Electronic Funds Transfer).

3. To create this special auxiliary payment, enter BICS in the "next tran" field and the case number/category/sequence number/EFT benefit number in the "parms" field.
4. Enter "937" in the Auxiliary Reason field and the dollar amount and EFT period month and year in the appropriate areas. The EFT period month and year can be found on the benefit's IQAD screen.
5. Once the supervisor approves the special request on the BIOR screen, the special auxiliary will be generated and sent within 2 days to the client's home address. IQAF will show a disposition reason of EFT and the replacement check number and date will appear on IQAD.
6. The FEP should then correct the EFT information on AGET and/or AGBI prior to the next W-2 pulldown. ASD will also send your office a written memo detailing the EFT failure.

If you inadvertently fail to create the auxiliary payment in the preceding manner, contact ASD (see "Contacts"). ASD staff will enter a debit on the CARES system so 2 payments are not posted for the same time period.

The procedure cannot be applied to Child Care EFT, since this EFT failure process is done differently. Operations Memo 00-54 dated August 1, 2000 details child care provider EFT.

PROMOTING EFT

DWD has a brochure available for agencies to distribute to potential participants. To order the brochure, "Direct Deposit" (PES-844), contact DES Forms Contact (see "Contacts"). Please include the document number, how many copies desired, and the destination for the copies to be sent (must be a street address, not a P.O. Box). A sample of the brochure is attached.

CONTACTSADMINISTRATIVE SERVICES DIVISIONEFT Errors

Kathy Holt	Email:	holtka@dwd.state.wi.us
EFT Financial Manager	Telephone:	(608) 266-7847
	Fax:	(608) 267-7952

EFT Setup

Duane Meredith	Email:	mereddu@dwd.state.wi.us
EFT Financial Manager	Telephone:	(608) 267-4107
	Fax:	(608) 267-7952

DIVISION OF ECONOMIC SUPPORTEFT Form

Barbara Albrecht	Email:	albreba@dwd.state.wi.us
DES Forms Contact	Fax:	(608) 267-3240

DES CARES Information & Problem Resolution Center

Email:	carpolcc@dwd.state.wi.us
Telephone:	(608) 261-6317 (Option #1)
Fax:	(608) 266-8358

Note: Email contacts are preferred. Thank you.